

Using AutoPay

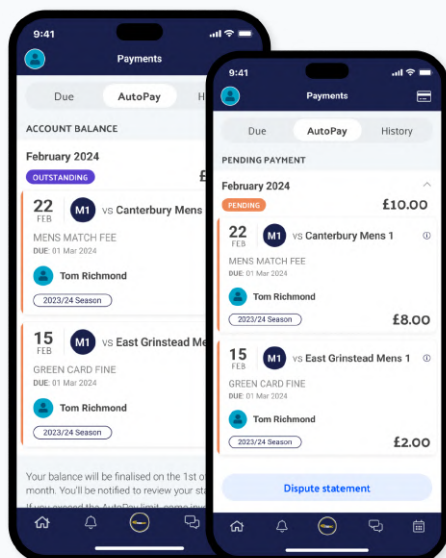
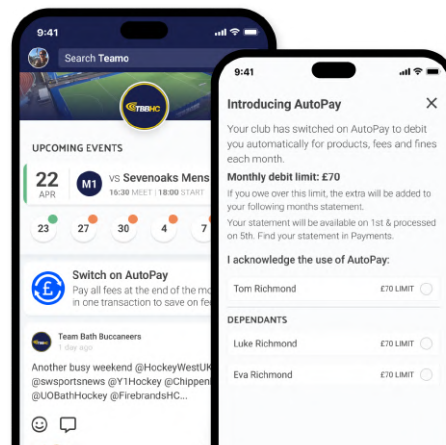
AutoPay is a new, efficient way to pay your invoices and save your club money on transaction fees.

Switching on AutoPay

- ✓ You will be asked to opt-in to AutoPay and accept the limit your club has set

What if I'm a guardian?

You will be asked to opt-in to AutoPay for each of your dependants.



Buying with AutoPay

- ✓ Purchased AutoPay products (match fees, fines, merchandise) will show in Account Balance
- ✓ At the end of the month, your statement will be 'pending'
- ✓ You will be charged on the 5th of the month

What if I go over the club limit?

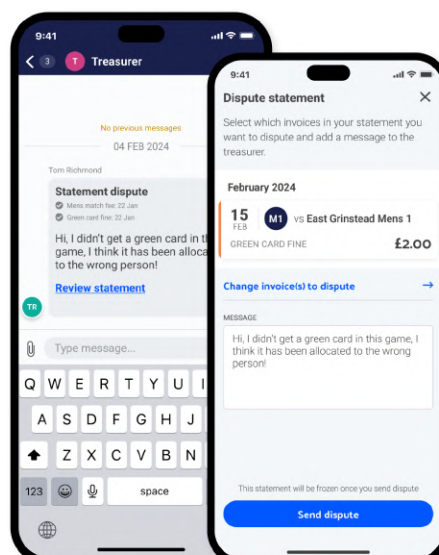
You will AutoPay invoices up to the limit then overflow invoices will be added onto your next months balance. **N.B.** invoices will not be split

Disputing a Statement

What if I think I'm being charged incorrectly?

You have 4 days to dispute a statement. Disputing freezes your statement giving an opportunity to explain your reasons.

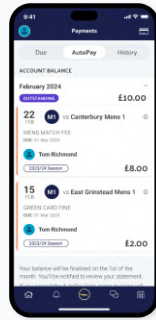
- ✓ Dispute your statement or individual invoices by the 5th
- ✓ The statement is frozen
- ✓ Once resolved by the treasurer, you will be charged on the 5th, or the next day if after



AutoPay Timeline

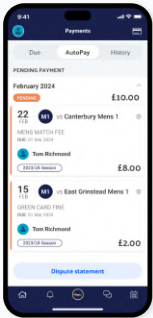
During the month

Your purchases will show in a statement in your Account Balance for the month.



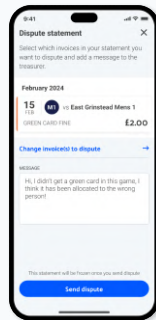
End of the month

Your statement is finalised and becomes a 'Pending Payment'.



Before the 5th

You have 4 days to dispute your statement. If you do dispute, your statement will be frozen.



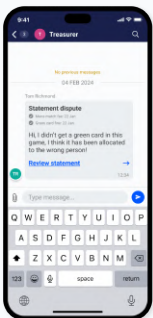
On the 5th of the month

You will be charged unless you disputed your statement.



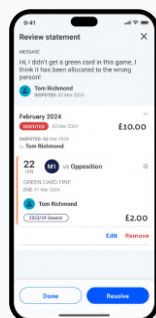
No timescale

After disputing, the statement is frozen, you can't be charged whilst the treasurer resolves your issue.



1 day after resolved

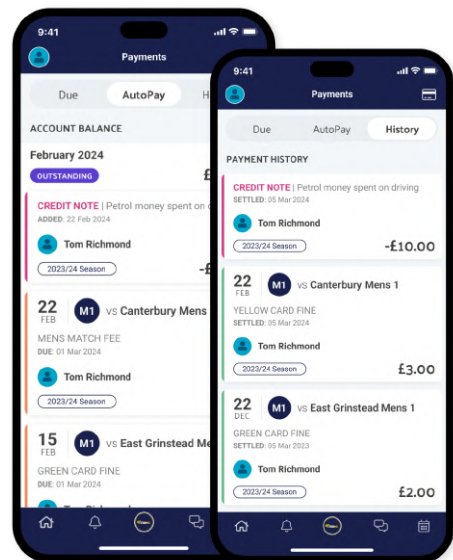
Once the dispute is resolved, you will be charged on the 5th, or the next day if it is after that date.



Credit Notes

You can be assigned a credit note for things like petrol money etc.

- ✓ Credit notes will be added into your AutoPay balance
- ✓ These will be used to pay AutoPay balances automatically and the credit will show in your 'History' tab
- ✓ Any unused credit will be carried over to the next month



Products Ineligible for AutoPay

Some products that are over the club set price limit are not eligible for AutoPay.

- ✓ These products still require you to go into the Payments tabs to pay manually.

